

Joint: Trinity Metro / Herzog Transit Services, Inc.

Passenger Train Emergency Preparedness Plan

49 CFR 239

For



Effective: October 17, 2018

Prepared by Herzog Transit Services Inc.

Promulgation Statement

Transmitted herewith in is a Joint TEXRail Herzog Transit Services, Inc. (HTSI) Passenger Train Emergency Preparedness (PTEP) Plan for Trinity Metro's TEXRail service. HTSI is contracted to operate the service and to maintain the rolling stock. HTSI also dispatches the 27 miles of track over which the TEXRail service operates. This plan provides guidance, policy and procedures for TEXRail and HTSI's employees and federal, state and local first responders to mitigate loss of life and injury during passenger train emergencies.

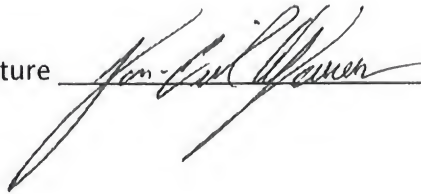
This plan was prepared jointly by TEXRail and HTSI, in consultation with the Federal Railroad Administration (FRA), in accordance with Code of Federal Regulation (CFR) Part 239.101. (a) (1) through (8). It will be reviewed as required; once every three years, when a new Final Rule is published or when significant changes or updates in the plan occur.

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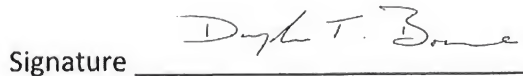
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Definitions, Acronyms and Abbreviations

Amtrak: A publicly-funded service operated and managed as a for-profit corporation to provide intercity passenger train service in the United States.

Consolidated National Operations Center (CNOC): Located in Wilmington, Delaware, the CNOC is Amtrak's system operations center. Phone Number: 1-800-424-0217 Ext. 5.

Control Center Assistant (CCA): Located within the TEXRail Dispatcher's Office, this position is responsible for assisting in bus bridges, sending out text messages, and updating the passenger station public information systems. This position does not coordinate with first responders during an emergency.

Dispatch Office: The main traffic control and joint dispatching function for the TEXRail (TEXR) and Trinity Railway Express (TRE) Territories. The joint TEXRail and TRE Dispatch Office is in Irving, TX.

Emergency Operations Center (EOC): An established control facility from which emergency operations can be directed and coordinated.

Emergency Preparedness Plan: One or more documents focusing on preparedness and response in dealing with passenger train emergencies.

Emergency Responder: A member of the police, fire, rescue, or emergency medical service departments, or other organizations, involved with public safety and charged with providing or coordinating emergency services, when responding to train emergencies.

Emergency Situation: As defined by the Federal Railroad Administration (FRA) in 49 CFR Section 239.7, an emergency or emergency situation means an unexpected event related to the operation of passenger train service involving a significant threat to the safety or health of one or more persons requiring immediate action, including:

- A derailment
- A fatality at a grade crossing
- A passenger or employee fatality or a serious illness or injury to one or more passengers or crewmembers requiring admission to a hospital
- An evacuation of a passenger train
- A security situation (e.g., a bomb threat)

Federal Railroad Administration (FRA): An agency of the Federal Department of Transportation that develops and enforces rail safety regulations investigates and analyzes railroad accidents and conducts safety assessments of railroads.

Fort Worth and Western Railroad: (FWWR) - A freight rail carrier that operates under a trackage rights agreement over the TEXRail System between CP Haltom (MP 19.70) and CP DFW (MP 33.96).

Grapevine Vintage Railroad: Tourist railroad which operates over the TEXrail System from the Grapevine Depot (MP 32.98) to CP Haltom (MP 19.70).

Herzog Transit Services, Inc. (HTSI): The entity awarded the contract by Trinity Metro to perform train and dispatching operations, maintenance of way, signals and rolling stock functions for the TEXRail service.

Incident Command System (ICS): A standardized, on-scene, all-hazard incident management concept that allows users to adopt an integrated organizational structure to meet the demands of an incident.

National Incident Management System (NIMS): Provides a consistent, nation-wide template to enable federal, state, local, tribal government, private sector and non-governmental organizations to work together effectively and efficiently to prepare for, prevent, respond to and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

National Response Center (NRC): The 24-hour regulatory office for the notification (by railroads) of major train emergencies. Phone Number: 1-800-424-8802

National Transportation Safety Board (NTSB): An independent federal agency that reports directly to congress. The NTSB investigates and analyzes major transportation accidents (railroad, aviation, highway, marine and pipeline) and prepares a public report on its findings, conclusions and recommendations.

Occupational Safety and Health Administration (OSHA): A federal agency within the United States Department of Labor responsible for establishing and enforcing standards for the exposure of workers to safety hazards or harmful materials that they may encounter in the work environment, as well as other matters that may affect the safety and health of workers.

TEXRail (TEXR): Commuter rail passenger train service operated by Trinity Metro between Fort Worth, TX and The Dallas-Fort Worth International Airport. TRE and TEXRail share the same dispatcher.

Trinity Metro (Formerly - Fort Worth Transportation Authority): The entity responsible for overseeing the HTSI operations and maintenance contract.

Trinity Railway Express (TRE): Commuter railroad jointly operated by Dallas Area Rapid Transit and the Trinity Metro and which runs between Dallas, TX and Fort Worth, TX. TRE hosts TEXRail commuter trains on their system from T&P Station MP 610.5 to CP Eli MP 611.53. TRE and TEXRail share the same dispatcher.

Section 1.0 Introduction

The Passenger Train Emergency Preparedness rule was promulgated by the Federal Railroad Administration (FRA) after a study of past passenger rail incidents involving passenger train crew emergency evacuations that indicated, in certain cases, both passengers and emergency responders lacked sufficient information necessary for expedient emergency egress and access. The rule was intended to reduce the magnitude and severity of casualties resulting from passenger train emergency situations by improving the knowledge and response time of emergency responders and to improve the ability of railroad employees and passengers to cope with emergency situations.

Trinity Metro and HTSI, have prepared this Joint Emergency Preparedness Plan in pursuit of those goals and to promote preparedness by developing and testing policies and procedures designed to prevent, prepare, mitigate, respond to and recover from an emergency arising from or affecting the operation of the TEXRail train service. Additional FRA emergency preparedness requirements are contained in CFR Sections 220.13, Reporting Emergencies and 220.47, Emergency Radio Transmissions; and Part 238, emergency window exit, lighting, doors, communication and exit/access markings.

By periodically re-evaluating and exercising this Plan, the relevant parties to this operation, e.g., shared rail line users, operators, those with dispatching responsibilities, emergency responders, etc. can assess internal and external responders' capability to execute their respective preparedness, response and contingency plans, as well as effect changes, if deemed necessary.

This Plan is intended to comply with and is organized in accordance with 49 CFR Part 239.101, Passenger Train Emergency Preparedness.

Section 2.0 Policy

Ensuring the safety of passengers, employees, emergency responders and the public is the primary goal of everyone involved in the TEXRail service. In the event of an incident, HTSI personnel involved in the response and recovery will make every reasonable effort to ensure passengers and affected personnel receive the best possible attention, care and, if needed, appropriate assistance in completing their travel.

This Emergency Preparedness Plan governs TEXRail/HTSI's responses to critical emergency situations, specific to the TEXRail service.

Section 3.0 Purpose and Scope

Purpose

This is a Joint Emergency Preparedness Plan, between TEXRail and HTSI. The purpose of this document is for the use of TEXRail and HTSI personnel during a passenger train emergency that involves TEXRail services. The objectives of this Plan are to ensure:

- Preservation of life
- Providing the highest level of emergency services and response for all those affected by an incident
- Efficient protection and/or restoration of service, equipment and property while minimizing environmental damage

Scope of Service:

The TEXRail service has been developed as a 27-mile commuter rail line that will extend from downtown Fort Worth, TX, across northeast Tarrant County, through North Richland Hills, Colleyville, Grapevine, and into DFW International Airport's Terminal B. TEXRail trains will operate on the Trinity Railway Express System (TRE) from T&P Station MP 610.64 to CP Eli MP 611.53 and on TEXRail's System from CP Eli MP 611.53 to Dallas Fort Worth Airport Terminal B Station MP 36.55 (See Appendix A – TEXRail System Map).

The TEXRail service is expected to commence in January of 2019. Initially, the TEXRail service will begin by operating 42 trains daily and will expand to 55 trains per weekday and 42 on both Saturday and Sunday soon after. TEXRail trains will be staffed with a locomotive engineer and a passenger train conductor.

TEXRail passenger trains will service nine (9) stations between Fort Worth and the DFW Airport, each day of the week. The stations include:

Station	Physical Address
Texas & Pacific (T&P)	221 W. Lancaster Avenue Fort Worth, TX
Intermodal Transportation Center (ITC)	1001 Jones Street Fort Worth, TX
Northside	2865 Decatur Avenue Fort Worth, TX
Mercantile	4233 North Beach Street Fort Worth, TX
Iron Horse	6351 Iron Horse North Richland Hills, TX
Smithfield	6420 Smithfield Road North Richland Hills, TX
Grapevine-Main Street	711 South Main Street Grapevine, TX
DFW Airport-North	1601 East Dallas Road Grapevine, TX
DFW Airport-Terminal B	Terminal B, Dallas-Fort Worth International Airport

Table 1 TEXRail Station Addresses

TEXRail service will utilize eight (8) Stadler manufactured FLIRT3's. Each Stadler vehicle, which consists of 4-passenger compartments and one centrally located motor car, are capable of running in multiple unit consists, but will run as single car trains.

TEXRail's fleet will be maintained by HTSI at its Equipment Maintenance Facility (EMF) in Fort Worth, TX. The TEXRail System, including the portion of the TRE System which TEXRail operates on, is dispatched by HTSI. HTSI is also responsible for maintenance of way and signals, including PTC once it becomes operational.

On its system, TEXRail hosts the Grapevine Vintage Railroad (GVVR) between MP 32.98 and MP 19.7 and the Fort Worth and Western (FWWR) freight railroad between MP 33.96 and MP 19.7. FWWR's primary commodities include construction material and paper.

Section 4.0 Communications

On-Board Crewmember Reporting and Notifications: All HTSI Engineers, Conductors and Control Center employees are trained in railroad communications in compliance with 49 CFR Part 220 and applicable operating rules. In case of an emergency, qualified on-board personnel (the Conductor, unless he/she is incapacitated, at which point the duties will be handed over to the Engineer) are required to immediately contact and maintain communications with the appropriate Dispatcher. They will report to the Dispatcher via radio or cell phone.

In the event of a passenger train emergency on the TEXRail Service, it is essential that the initial assessment of the passenger situation, as well as the initial notification to the appropriate Dispatcher occur as soon as possible, if not immediately, following the emergency event.

The TEXRail dispatcher will notify the appropriate first responders utilizing the TEXRail Emergency Telephone Contacts list advising them of all available information concerning location, nature, circumstances, general location of passengers with disabilities (See Appendix B – TEXRail Emergency Telephone Contacts). The TEXRail dispatcher will also notify all appropriate HTSI management personnel of the emergency and maintain documentation of all emergency communications. The HTSI General Manager or designee will provide regular updates to TEXRail in the event of any emergency. The TEXRail Emergency Telephone Contacts list is maintained by HTSI's DGM/Manager, Operations.

TEXRail Dispatcher will notify the HTSI-CCA and provide regular updates throughout the duration of the emergency event.



Figure 1 Communication Process Flowchart

HTSI-CCA: When notified of a major incident or emergency the HTSI-CCA will work with the TEXRail Dispatcher to arrange for bus services/bridges as applicable. They will also send updates via text/phone calls to HTSI and TEXRail management personnel and update social media.

Conductor: The Conductor will determine if any passenger may have the need for immediate medical service. If this is the case, announce that a physician or medically trained person make themselves available, as well as

keeping passengers regularly informed of the nature of the emergency and the status of corrective countermeasures, rescue efforts and emergency response.

The Conductor will inform arriving emergency responders of the hazards present, the locations of the injured (starting with the most severely injured) and locations of passengers requiring additional assistance (e.g., those who are disabled, elderly, traveling with children, etc.).

On-Board Assessment and Communications: The Conductor and/or other crew members will perform an initial assessment of the incident. The information will be relayed to the Dispatcher via radio or cell phone. The Conductor will continue to maintain communications and provide updates as to the status of the emergency, including notification of any passengers with disabilities, so that emergency responders may be more prepared for challenges during evacuations.

Following the initial assessment of the scene and after notifications to the Dispatcher have been made, the Conductor will perform and direct the following actions:

- Protect the train
- If necessary to evacuate train, ensure it is properly secured first, and evacuate the train to an area of safe refuge
- Confirm an accurate passenger count and any special needs
- Remain in charge of incident until advised by the railroad management, local Police or Fire agency that they now have the incident under their command and control
- Inform/update the train dispatcher until responders arrive
- Remain at scene to act as liaison between railroad and emergency responders until relieved by supervision
- Keep passenger's safe and informed
- Utilize on-board emergency equipment, as necessary, to facilitate safe egress of the train (if a fire is detected, HVAC systems are automatically shut off)
- Attempt to determine the scale of the incident and convey this information to senior HTSI staff so an initial management coverage plan can be developed and implemented.

The Conductor must keep passengers and crewmembers regularly informed of the nature of the emergency and the status of corrective countermeasures and emergency response to minimize the potential for panic. Information provided to the passengers will be kept brief and concise. Crewmembers shall be briefed away from the passengers. The public address (PA) system should be used to make announcements to passengers; otherwise, a car-to-car verbal briefing may be necessary to ensure consistent dissemination of information. Special attention may be taken to make announcements/updates to passengers with known communication deficiencies. The PA system can also be used by crewmembers for communicating with passengers, emergency responders and other crewmembers.

Should an evacuation be ordered or otherwise determined necessary, the following order of preference should be considered:

- Car to car evacuation
- Car to ground through side doors, if possible and safe
- Car to ground through emergency exit windows, if necessary

Conductors are responsible for ensuring all passengers have been safely evacuated and will, if necessary, enlist the help of the other crew members and, as a last resort, other passengers to assist in the evacuation of passengers requiring special assistance (such as elderly, disabled, small children, etc.).

General Responsibilities: All employees will endeavor to ensure the maximum safety of passengers, staff and the public during an emergency. In the event of an incident, every effort will be made to support the scene to protect lives, preserve property and minimize service delays.

First Responders

- Provide emergency response services
- Establish an Incident Command Center
- Communicate with the applicable Dispatch
- Ensure passengers and staff receive appropriate care
- Protect the scene of the incident

Train Crews

- Make proper notifications and provide regular updates to the applicable dispatcher.
- If train evacuation is necessary, ensure that all passengers are carefully moved to a safe staging area
- Recognize and assist any passengers with disabilities; report to the dispatch center and emergency responders as applicable
- Cooperate with the incident investigation
- Coordinate and cooperate with Emergency Responders and other agencies with a legitimate interest in the incident, such as FRA, NTSB, etc.

Section 5.0 Employee Training and Qualifications

On Board Personnel: All on-board personnel (engineers, conductors, transportation supervisors and managers) will be provided initial training within 90-days of their initial date of service on the requirements of this Plan to ensure that they are properly prepared to respond in the event of an emergency. The level and nature of the training provided will be dependent upon individual employee duties and responsibilities, as required by their assigned position (see Appendix C: HTSI EPREP Training Outline).

The emergency preparedness training program for on-board personnel includes the following:

Rail Equipment Familiarization: On-Board employees are given hands on and familiarization training with TEXRail equipment to ensure that they are qualified to operate the equipment under normal and emergency conditions.

Situational Awareness: HTSI personnel are trained to be watchful and to properly evaluate and assess situations as they develop and respond appropriately to the circumstances. This includes: determining a proper response, minimizing the potential for panic and maximizing passenger safety. Crews will receive training that includes understanding the location of any passengers with disabilities on board the train. Conductors on-board the trains are required to note the number of persons needing assistance and to have an accurate passenger count always. In the case of a non-life threatening incident, persons with disabilities will remain on-board the train until Emergency Responders arrive and are able to assist with their evacuation from the train. Should a life-threatening incident arise, crew members are required to assist persons with disabilities, enlisting the help of other passengers if necessary, to immediately remove them from the train.

Passenger Evacuation Procedures: Crews are trained to conduct safe and orderly evacuations of passengers after an emergency, including when/where to initiate evacuation, routes and preference order and alternatives to evacuation.

Coordination of Functions: Essential emergency teamwork and communications to ensure maximum passenger safety and minimum loss.

Hands-On Instruction: Hands-on practice with on-board emergency equipment, including fire extinguishers, emergency exits (removal of windows & operation of doors), public address equipment, medical aids, portable lighting and any other emergency equipment, is included. In the case of auxiliary power failure during an incident, Conductors are required to have a portable light source available that does not require power from the train.

HTSI-CCA Personnel Training: HTSI-CCA personnel are trained and tested on relevant portions of this plan, including notification protocols, bus bridge coordination, emergency/incident response activation, and social media updates.

Testing: Testing is designed to accurately measure the employee's knowledge of his/ her responsibilities under the plan; objective in nature and administered in written form without reference to open books or other material, except to the degree the person is being tested on his/ her ability to use such reference books or material.

The HTSI Testing and Observation Program (§217.9) provides field efficiency tests and observations for engineers and conductors and is designed to measure the employee understanding of their responsibilities under the approved passenger train emergency plan.

Dispatcher Training and Testing: All TEXRail Dispatchers will be provided initial training within 90-days of their initial date of service on the appropriate courses of action for each potential emergency situation under the plan. (see Appendix C: HTSI EPREP Training Outline)

The emergency preparedness training program for Dispatch personnel includes the following:

Territory Familiarization: Dispatchers are trained on access points for first responders, special circumstances (e.g., bridges), parallel operations, and remote locations along the TEXRail corridor.

Procedures to Retrieve and Communicate Information to First Responders: Dispatcher will be trained on locating and using the Emergency Telephone Contacts sheet.

Internal Communications: Dispatchers will be trained on protocols for internal (TEXRail and HTSI) communications.

External Communications: Dispatchers are trained on protocols for communicating with first responders and adjacent modes of transportation.

Emergency Response Plan Training Frequency: Unless significant additions or modifications to this Plan are made, documented refresher training will normally be conducted once every two (2) calendar years. In the case of significant additions or modifications, all affected parties will receive update training within (90) days of implementation. In all cases, training criteria for field and support personnel will stress the importance of identifying individuals that may require additional assistance in case of an incident.

Section 6.0 Joint Operations

Emergency situations, which may occur from T&P Station MP 610.64 to CP Eli MP 611.53, will be under control of the Trinity Railway Express. All requirements and actions that must be taken will be in accordance with the Trinity Railway Express Emergency Preparedness Plan. During these emergency situations, the HTSI Train Conductor will notify the joint TEXRail/TRE dispatcher.

Foreign Railroad Operations:

Both the Fort Worth and Western Railroad (FWWR) and the Grapevine Vintage Railroad (GVVR) operate over the TEXRail system. The HTSI General Manager has met with FWWR and GVVR and provided them both with a copy of the TEXRail Passenger Train Emergency Plan and establish clear communication protocols for all TEXRail Train Operations.

Initial notification of a passenger train emergency to FWWR and GVVR will be provided by the TEXRail Dispatch Office. The Dispatch Office is responsible for maintaining communications and all operating decisions.

Copies of the current TEXRail Passenger Train Emergency Preparedness Plan will be maintained at the TEXRail Equipment Maintenance Facility office located at 3801 TEXRail Dr. Ft. Worth, Texas 76137.

Section 7.0 Special Circumstances

Tunnels

The TEXRail System does not have any tunnels.

Electrified Territory

The TEXRail System does not have any electrified territory.

Elevated Structures

If an emergency requiring evacuation occurs on an elevated structure, the Conductor will determine the safest path to exit, based on his/her equipment and territory awareness. If the crew determines the accident/incident requires an emergency evacuation and the situation permits, they will notify the joint TEXRail dispatcher prior to doing so. In certain situations, the evacuation route may be from a side door of the train. In assessing each situation, the Conductor will determine if the structure has guardrails, a walkway and/or a nearby maintenance road and use this information in determining the safest path to follow. If the structure does not have these safety appliances, the path will be between the rails. It will be the responsibility of the Conductor to organize the train crew and possibly other capable passengers to assist passengers in the evacuation.

All the elevated structures on the TEXRail corridor are easily accessible to Emergency Responders, except those mentioned below:

Description	Location	Length	Walk Path	Hand Rails	Nearest Address
Peach Yard Bridge	Railroad MP 12.5	4,300 feet	Both Sides	Both Sides	631 Mony St Fort Worth, TX 76102
Trinity River Bridge	Railroad MP 13.75	1,850 feet	Both Sides	Both Sides	2289 Whirlybird Way Fort Worth, TX 76102
Hodge Yard Bridge	Railroad MP 16.25	1,270 feet	Both Sides	Both Sides	2495 E. Long Ave Fort Worth, TX 76117
Old Denton Road Bridge	Railroad MP 18.6	1,550 feet	Both Sides	Both Sides	4250 Meacham Blvd. Haltom City, TX 76117
State Highway 114 Bridge	Railroad MP 34.75	1,600 feet	Both Sides	Both Sides	1601 E. Dallas Rd. Grapevine, TX 76051

Table 2 Special Circumstance Locations

See Appendix D: Special Circumstances Access Maps

The Peach Yard Bridge, in the city of Fort Worth, is approximately 4,300 feet in length and traverses the Union Pacific Railroad's Peach Yard. It is only accessible from either end. The west end of the bridge (MP 12.12) is located under the Belknap Street Overpass and the east end of the bridge (MP 12.93) is located near East Northside Drive. In the event of an emergency that required a train evacuation on the bridge, passengers would be walked along footpaths located on either side of the bridge or transported by hy-rail vehicle, or some combination of the two.

The Trinity River Bridge, in the city of Fort Worth, is approximately 1,850 feet in length and traverses the West Fork of the Trinity River. The bridge can only be accessed from either end. The west end (MP 13.56) of the bridge is located near The Trinity River Trail Parking area and the east end (MP 13.91) is located near Decatur Avenue. In the event of an emergency that required a train evacuation on the bridge, passengers would be walked along footpaths located on either side of the bridge or transported by hy-rail vehicle, or some combination of the two.

The Hodge Yard Bridge, in the city of Fort Worth, is approximately 1,270 feet in length and traverses the Fort Worth and Western Railroad's Hodge Yard. It is only accessible from either end. The west end of the bridge (MP 16.14) is located approximately 3,000 feet east of Deen Road and the east end of the bridge (MP 16.38) is located under the Interstate 35-W overpass. In the event of an emergency that required a train evacuation on the bridge, passengers would be walked along footpaths located on either side of the bridge or transported by hy-rail vehicle, or some combination of the two.

The Old Denton Road Bridge, in the city of Haltom City, is approximately 1,550 feet in length and traverses the Union Pacific Railroad's Choctaw Subdivision. It is only accessible from either end. The west end of the bridge (MP 18.42) is located approximately 3,000 feet east of Beach Street Road and the east end of the bridge (MP 18.72) is located approximately one quarter mile west of Janada Street. In the event of an emergency that required a train evacuation on the bridge, passengers would be walked along footpaths located on either side of the bridge or transported by hy-rail vehicle, or some combination of the two.

The State Highway 114 Bridge, in the city of Grapevine, is approximately 1,600 feet in length and traverses Texas State Highway 114. It is only accessible from either end. The west end of the bridge (MP 34.6) is located approximately 1,000 feet east of TEXRail's DFW North Passenger Station and the east end of the bridge (MP 34.9) is located approximately one quarter mile west of North Airfield Drive (within DFW Airport). In the event of an emergency that required a train evacuation on the bridge, passengers would be walked along footpaths located on either side of the bridge or transported by hy-rail vehicle, or some combination of the two.

Each of these five (5) bridges are equipped with a built-in standpipe fire suppression system to which fire hoses can be attached, allowing manual application of water to a potential fire up on the bridge deck.



Section 8.0 Liaison with Emergency Responders

Liaison with Emergency Responders:

The HTSI General Manager or his designee in consultation with TEXRail, is responsible for establishing and maintaining a close working relationship with the Emergency Responders along the TEXRail corridor. This position is responsible for scheduling and coordinating all railroad-related emergency drills with local communities and shared-users of the rail right-of-way (including joint exercises with TRE, GVVR and FWWR, when possible), training of emergency responders and distributing the Plan and any other important safety-related documents, to the appropriate local agencies. Reviews, revisions and distributions of this plan will occur, at a minimum, once every three (3) years

Distribution of the Emergency Preparedness Plan

In addition to training requirements, HTSI/TEXRail will ensure that an appropriate number of copies of this plan (or applicable portions thereof) are adequately distributed electronically and/or by mail to TRE, GVVR, FWWR,

and all emergency response organizations that may be required to participate in an emergency or simulation. If significant changes are made to the plan, these changes will be appropriately distributed as necessary. Along with applicable portions of the plan, railroad equipment diagrams, manuals, right-of-way maps, information on culverts and bridges and special circumstances will be distributed to emergency response agencies.

Of interest to response organizations are routes, physical characteristics and peculiarities of rail lines. The names, titles and contact telephone numbers of railroad officials must also be provided to ensure adequate communication and coordination. HTSI/TEXRail will distribute copies of emergency response information (or applicable portions thereof) to emergency response agencies as the Plan is updated.

Emergency Responder Familiarization & Training

HTSI/TEXRail has developed and makes available training for all emergency responders that could reasonably be expected to respond to an emergency. Training is scheduled on a regular basis or is available “as-requested” by response organizations.

Emergency responders are offered classroom and field training that includes the railroad environment and equipment familiarization training. Training also includes both full-scale emergency simulations and table top exercises per the requirements of 49 CFR Part 239 with focus on:

- Potential emergency response scenarios
- Emergency communications
- Equipment familiarization
- On-board safety equipment
- Railroad environment safety
- Right-of-way access

An outline of first responder training is included in Appendix E: Emergency Responder Training Outline.

HTSI will make its emergency preparedness/response training materials available to all potential Emergency Responders in the service area to enhance responder knowledge of:

- Service parameters
- Equipment characteristics
- Physical characteristics
- Operating characteristics

These materials may consist of:

- This Emergency Preparedness Plan
- TEXRail train schedules
- Equipment diagrams of TEXRail equipment
- Emergency contact information
- Hands-on training, as requested

Emergency Simulations

Full-Scale Emergency Preparedness simulations/ drills will be held at least every two years..

Simulations shall be designed to determine TEXRail’s capability to execute the emergency preparedness plan under the variety of scenarios that could reasonably be expected to occur along the corridor and ensure coordination with all emergency responders who voluntarily agree to participate in the emergency simulations.

Within 60-days of each full-scale drill and following each activation of this emergency preparedness plan HTSI will hold a Critique and Debrief to measure the effectiveness of this plans requirements. The critique and debrief will include all emergency responders, host and foreign railroads and train crews. Results and findings of the

debriefing and critique will be recorded and will be available for FRA review at the TEXRail EMF during normal business hours. See Appendix F: TEXRail Debriefing and Critique Form

Section 9.0 On-Board Emergency Equipment

This section describes the on-board emergency equipment/features associated with the TEXRail cars. Appendix G: On-Board Emergency Equipment, gives a detailed visual representation of the equipment mentioned in this section.

Emergency Equipment

Each TEXRail passenger car is equipped with on-board emergency equipment, as follows:

Public Address System

Each Stadler vehicle's engineer compartment is equipped with a Public Information System (PIS) and intercom (IC) system that provides communications throughout the car/train. The PIS system can also be used by crewmembers to communicate with passengers, and other crewmembers.

Daily inspections performed by HTSI equipment maintenance personnel and the train crew require the verification of proper operation of the PIS/IC equipment prior to train departure from the initial terminal. If found to be defective, the train crew will make personal announcements throughout the train and report defects promptly to HTSI maintenance management and prepare a written defect report to be submitted at the end of the trip.

Fire Extinguishers

Each Stadler vehicle is equipped with six (6) multi-purpose dry chemical fire extinguishers. One located in each of the two operator's cabs and one in each of the 4 passenger compartments, near the doors.

Emergency Tools

Emergency tools include one each of the following:

- Flashlight per crew member
- Pry Bar per car
- Two First Aid Kits, one located in each operating cab

Maintenance

To ensure optimum readiness of all on-board emergency systems, a detailed maintenance program is in place specifying when HTSI will inspect, maintain, test and repair these systems. Defective or otherwise improperly performing equipment is repaired or replaced in accordance with Federal safety standards before being offered for service.

Consistent with 49 CFR Part 238, HTSI tests a representative sample of emergency windows to verify proper operation. The results of these inspections are recorded on a separate form and any defect discovered is repaired or replaced and retested before the vehicle is offered for service.

Emergency Lighting

TEXRail passenger cars are equipped with emergency lighting that provides at a minimum ninety (90) minutes of battery-powered lighting after normal lighting has shut off. Vehicles are also equipped with high-performance photo luminescent low-level emergency path marking (LLEPM).

Each of the four cars is equipped with one 110-Volt DC battery that, in the event of a low voltage power supply failure, will power interior emergency fluorescent lights installed the length of each car, doorway lights, headlights and marker lights.

Each on-board employee is issued and required to have accessible auxiliary portable lighting (flashlight) capable of providing brilliant illumination for a period of not less than fifteen (15) minutes and intermittently during the next sixty (60) minutes.

Emergency Window Exits

Each car is equipped with a minimum of four (4) emergency egress/ingress window exits, per the requirements of 49 CFR Part 238.113. Emergency window exits are configured to permit removal from either the interior of the car, the exterior of the car, or both. All emergency egress/ingress window exits are identified with photo-luminescent or retro-reflective sign materials and operating instructions at or near each such exit so that crew members and passengers can quickly identify, reach and effectively operate the exits.

Window Exit Markings

All emergency window exits markings comply with APTA-PR-PS-002-98, Rev. 3. Exterior Emergency window means of access are marked with retro-reflective material to facilitate responder recognition and enhance their ability to access the interior of the car. Identifying and instructional signage is placed on and/or adjacent to each access window.

Each interior emergency window is identified by photo-luminescent material located below the window and each emergency window has a removal instruction sign on the emergency window as well.

Emergency Egress Doors

In addition to the overhead and windows signs for the emergency exit windows, each door for egress/access is marked with photo-luminescent signs on the interior of the car to facilitate identification by crew members and passenger, as well as and retro-reflective signs on the exterior to facilitate identification by Emergency Responders.

Section 10.0 Passenger Safety Information

This section describes measures and actions designed to educate passengers on safety features of the TEXRail equipment and emergency/incident protocols.

To prepare passengers for the unlikely event of an emergency, HTSI/TEXRail maintains the following measures to communicate emergency information:

- Simple emergency instruction placards posted conspicuously on walls in every car
- Clear, written and pictographic instructions for the use of emergency window exits and emergency doors are posted at each emergency exit location
- On-board announcements telling passengers to follow the instructions of crew members in the event of an emergency
- On-board rail safety information/pamphlets provided by Trinity Metro.

Section 11.0 Passengers with Disabilities

HTSI and TEXRail provide appropriate and timely responses for all passengers in the event of an emergency. During a safety or security event, individuals with disabilities will be evacuated in as safe and timely a manner as the other passengers. Consideration will be given to all the following circumstances:

- Type of emergency
- Location of the emergency
- Mobility limitations, ability to communicate and health conditions of the disabled person
- Equipment and personnel available for evacuation

- Evacuation of Passengers with Disabilities

The following general guidelines will be used to meet the specific needs of disabled passengers during an emergency:

- On-board personnel will ensure that any emergency announcements made on-board will be communicated to passengers who are deaf or hard of hearing
- When possible, all passengers involved in an emergency are asked to state and describe any disabilities
- When the crewmember has actual knowledge of the disability, such as where a passenger (or his/her companion or fellow passenger) has expressly informed a crewmember on the train of the disability, or where the disability is clear, HTSI train crews will contact the applicable Dispatcher to provide the number, location and condition of disabled persons on-board
- When practicable, the crew member will ask the person with a disability for advice on any special considerations associated with moving that passenger.
- An alternate evacuation route will be designated, when possible, in the event the original route cannot be used by disabled passengers
- When applicable HTSI train crews will adhere to Appendix H: Communication Considerations for Persons with Disabilities

Requests for assistance from able-bodied passengers and instructions on evacuating disabled passengers will be given by HTSI crew members or Emergency Response personnel. While planning full-scale exercises, Herzog will make positive efforts to reach out to the local disability community, such as senior centers or ADA Associations, to partake in drills. After exercises, other simulations, or emergency situations, during the debrief and critique sessions, HTSI staff will ensure that the handling and treatment of the passengers with disabilities is discussed and addressed with all agencies present.

Section 12.0 Testing and Inspection

Maintenance

Inspection and Testing:

Emergency window exits, public announcement system, egress doors, and emergency lighting are inspected at each daily and periodic inspection. In addition, a representative sample of emergency window exits is tested at each 90-day periodic inspection to ensure proper operation. Defective or otherwise improperly operating emergency window exits, egress doors, or emergency lighting are repaired or replaced before returning the cars to revenue service.

Recordkeeping:

All records of inspection, repair, and maintenance of emergency window and door exits are maintained at the TEXRail Equipment Maintenance Facility in Fort Worth. Records are maintained for a minimum period of two calendar years following the calendar year to which they relate and are available for inspection, during normal business hours, by FRA and other parties with a legitimate interest.

Operations Efficiency Test

To ensure optimum response of all on-board, dispatching, and emergency response communications center personnel, periodic operational efficiency tests are given to on-board and dispatching personnel. The objective of this testing is to verify the level of employee understanding of the applicable requirements of this Plan as well as their readiness to respond in the event of an emergency. Testing is conducted, and records maintained as required by 49 CFR Part 239.301 which is currently a component of the Part 217.9 program.

On-Board Operations and Dispatcher Testing:

TEXRail's operating contractor, HTSI, conducts and documents efficiency testing for train operations. All records of operational efficiency tests for on-board and dispatching personnel are maintained by HTSI at the Fort Worth TX, Maintenance Facility. Testing is completed as outlined in 49 CFR Part 239.301 which is currently a component of the Part 217.9 program.

Trinity Metro

Passenger Train Emergency Preparedness Plan

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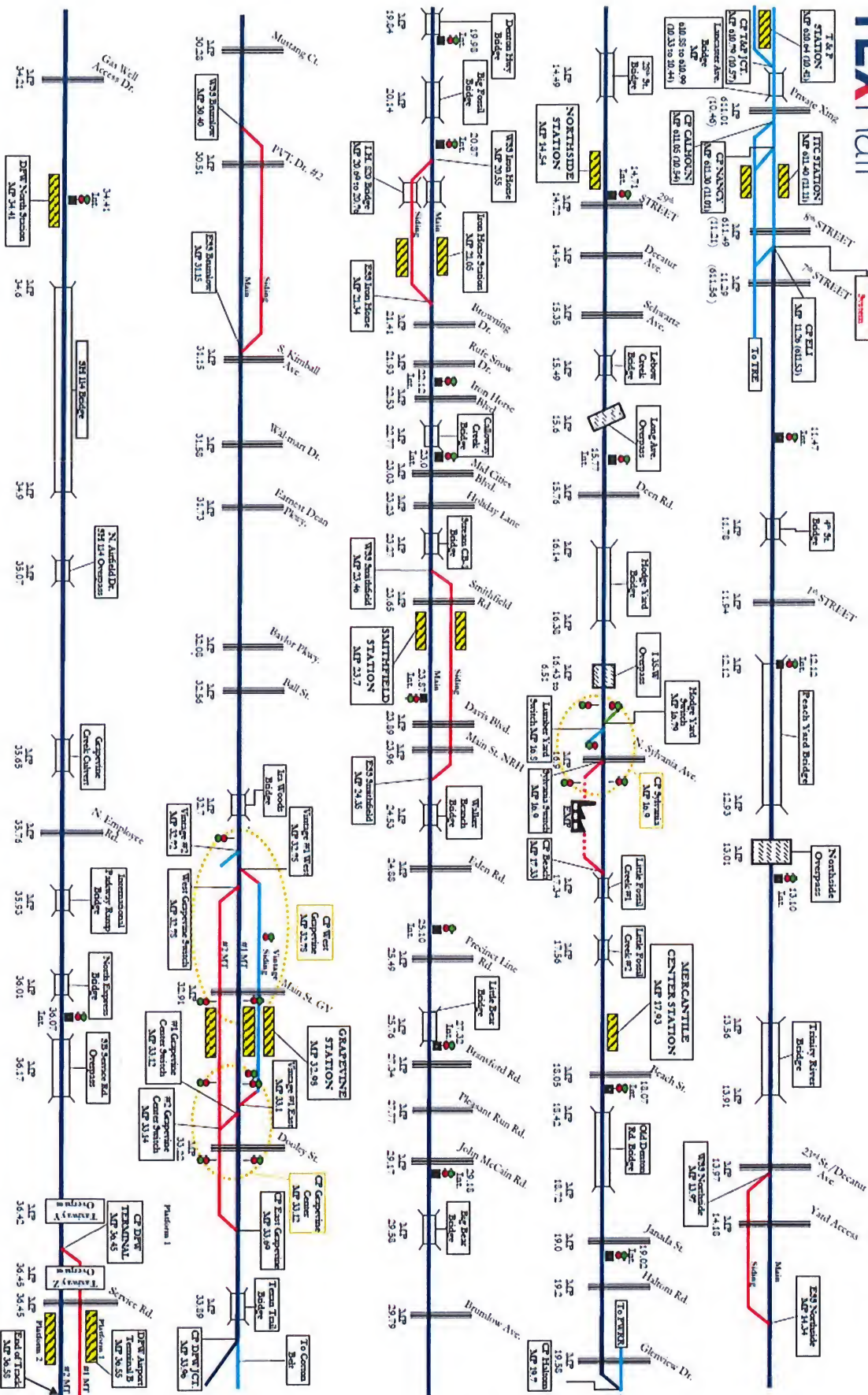
Appendix A - TEXRail System Map



TEXRail

TEXRAIL - SYSTEM MAP

This is an unofficial reference tool only. It is not meant to take the place of the TEXRAIL System Timetable & Special Instructions, General Orders or GTB's.



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Appendix B - TEXRail Emergency Telephone Contacts

DATE: _____

TIME: _____

REPORTED BY: _____

TYPE OF EMERGENCY:

Grade Crossing	Trespasser	Fire
Washout	Collision	Hazmat
Inclement Weather	Derailment	Injury - PSGR, Trespasser or Employee
Track Obstruction	Property Damage	

BRIEF DESCRIPTION: _____

YOU MUST:

1. Provide Protection.

2. Notify: Emergency Responders, Mgmt., Mechanical, Signal (Sean Hood), Track Inspector, Misc.

MP 9.16 to MP 9.87	Fort Worth	1-817-392-4222
MP 9.87 to MP 12.0	Haltom City	1-817-281-1000
MP 12.0 to MP 17.0	North Richland Hills	1-817-281-1000
MP 17.0 to MP 17.5	City of Hurst	1-817-788-7180
MP 17.5 to MP 21.0	City of Colleyville	1-817-743-4522
MP 21.0 to MP 21.2	City of Southlake	1-817-431-1515
MP 21.2 to MP 25.3	City of Grapevine	817-410-8127
MP 25.3 to MP 27.92	DFW Airport Police	972-973-3434

CONTACT:

On Call Supervisor:	Varies
Transportation Manager:	Sammy Fry
(M)	214-794-0027
Transportation Supervisor:	Troy Griswold
(M)	817- 980-6629
Transportation Supervisor:	Tyrone Jenkins
(M)	817- 980-7028
Transportation Supervisor:	Chris Keas
(M)	817- 308-8996
General Manager:	Doug Bourne
(M)	214-957-0201
Train Operations Manager:	Sran Sriyaranya
(M)	972-743-5652
Mechanical	Jason Wisel
(M)	214-558-2940

Herzog Signal Dept
Sean Hood 214-957-9158

HCC Track Inspector
Jeremy Cozart 972-951-2885

Miscellaneous - IF APPLICABLE:
Hazmat 1-800-336-0909
Crane - Hulcher 1-800-637-5471
Crane - Crocker 972-445-1919

Service Interruption (Foreign RR Emergencies)
Grapevine Vintage 817-239-6563
FWWR 1-817-737-2550

TSA - Bomb Dogs
(only call if Mgmt instructs) 24HR# 972-973-9643

05-21-2019

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Appendix C - HTSI EPREP Training Outline

HTSI EPREP Training Outline

Emergency Preparedness - 49 CFR Part 239 Class Outline – On-Board Personnel

- A. Rail Equipment Familiarization
 - a. First Aid Kit
 - b. Flashlight
 - c. Ladder
 - d. Fire Extinguishers
 - e. Tools
 - f. Emergency Fuel Shut-Off
 - g. Fire Protection System
 - h. Emergency Intercom
 - i. Emergency External Door Releases
 - j. Emergency Windows
 - k. Passenger Alarm Device
- B. Situational Awareness
 - a. Type(s) of Emergencies
 - b. Passenger Counts
 - i. PNAs
 - c. Injuries
 - d. Requesting of Assistance (i.e – Fire, Police, HAZMAT)
- C. Passenger Evacuation
 - a. Car-to-car
 - b. Side door
 - c. Windows
 - d. Bridges/walkways
 - e. Adjacent tracks
- D. Coordination of Functions
 - a. Dispatcher
 - b. Emergency responders
 - c. Management
 - d. Agency
 - e. FRA, FTA, NTSB
 - f. Foreign railroads
- E. Hands-On Instruction

Emergency Preparedness - 49 CFR Part 239 Class Outline – Dispatch Personnel

- A. Territory Familiarization
 - a. Access points for first responders
 - b. Special circumstances (e.g., bridges), parallel operations, and remote locations
- B. Procedures to Retrieve and Communicate Information to First Responders
 - a. Locating and using the Emergency Telephone Contacts sheet.
- C. Internal Communications
 - a. Protocols for internal (TEXRail and HTSI) communications.
- D. External Communications
 - a. Protocols for communicating with first responders and adjacent modes of transportation.

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Appendix D - Special Circumstances Access Maps

Peach Yard Bridge



Enter the Peach Yard Bridge from the west end (MP 12.12) from the 200 block of N. Live Oak St in Fort Worth, TX 76102

Peach Yard Bridge



Enter the Peach Yard Bridge from the east end (MP 12.93) from the APAC asphalt plant located at 1901 Cold Spring Road in Fort Worth, TX 76102

Trinity River Bridge



Enter the west end of the Trinity River Bridge (MP 13.56) from the Trinity River Trails Parking area located at 2289 Whirlybird Lane in Fort Worth, TX 76102

Trinity River Bridge



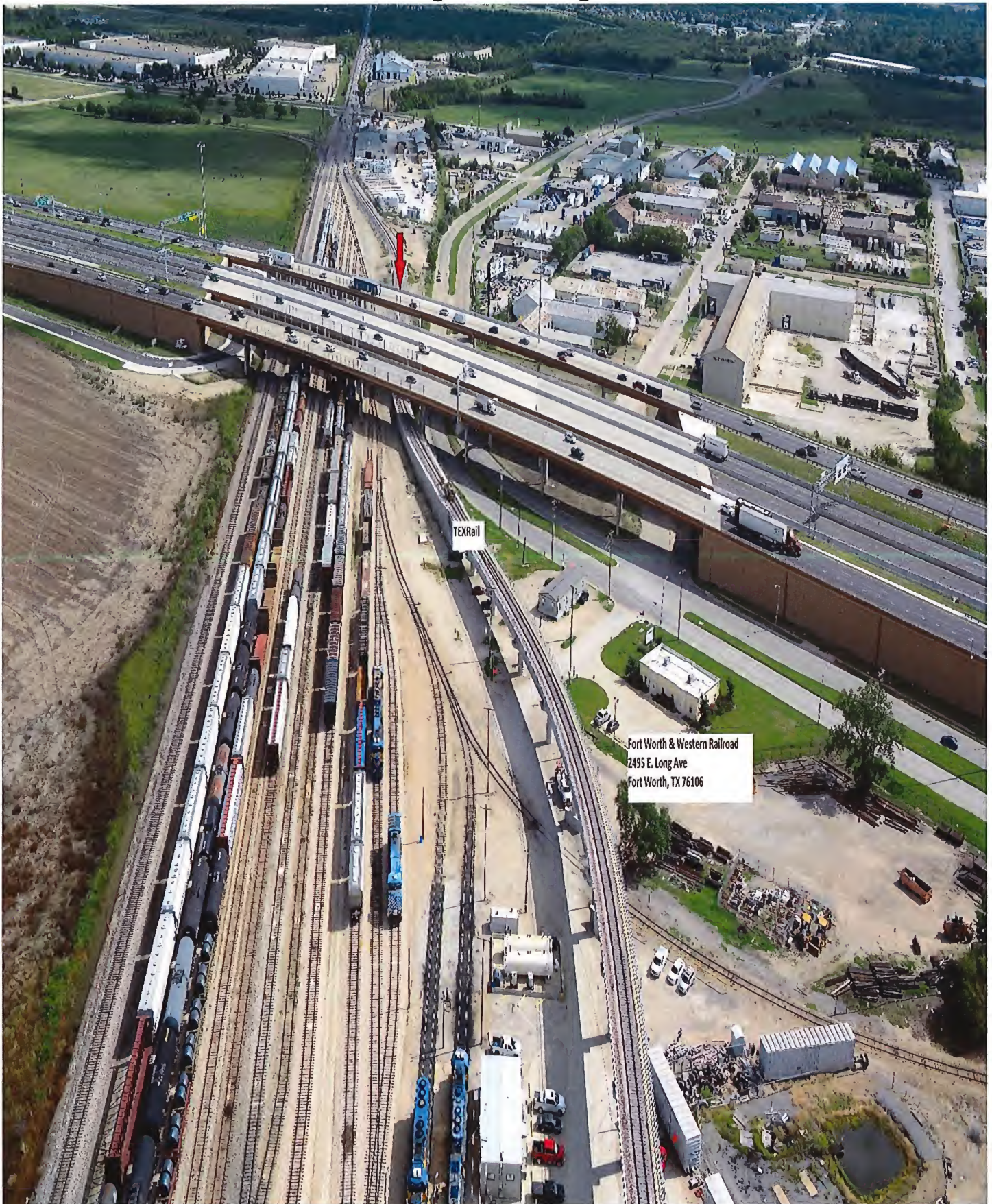
Enter the east end of the Trinity River Bridge (MP 13.91) from 2312 Decatur Avenue in Fort Worth, TX 75164.

Hodge Yard Bridge



To enter the Hodge Yard Bridge from the west end (MP 16.14) do so from the Fort Worth and Western Railroad offices located at 2495 East Long Avenue in Fort Worth, TX 76106

Hodge Yard Bridge



To enter the Hodge Yard Bridge from the east end (MP 16.38) do so from the Fort Worth and Western Railroad offices located at 2495 East Long Avenue in Fort Worth, TX 76106

Old Denton Road Bridge



Enter the west end of the Old Denton Road Bridge (MP 18.42) from Waste Connections located at 4001 Old Denton Road in Haltom City, TX 76117.

Old Denton Road Bridge



To enter the Old Denton Road Bridge from the east end (MP 18.72) enter at GST Manufacturing located at 4201 Janada St Haltom City, TX 76117

State Highway 114 Bridge



To enter the State Highway 114 Bridge from the west end (MP 34.6) do so from TEXRail's DFW North Station located at 1601 East Dallas Road located in Grapevine, TX 76051

State Highway 114 Bridge



To enter the State Highway 114 Bridge from the east end do so from the State Highway 114 eastbound access road or from North Airfield Road.

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Appendix E -Emergency Responder Training Outline

Emergency Responder Training Outline

A. Equipment Familiarization

The appropriate operations and/or mechanical personnel will identify and discuss the following components of the equipment with attendees:

- a. Emergency Fuel Cut-Off Button
- b. Major External Components
- c. Fuel Tank
- d. Air Reservoir
- e. Batteries
- f. Trucks and Wheels
- g. Doorways
- h. Cab Controls
- i. Emergency Brake
- j. Main Engine
- k. Fire Extinguishers
- l. External/Internal Emergency Door Release
- m. External/Internal Emergency Window Access
- n. Battery Boxes
- o. Emergency Tools
- p. First Aid Kit
- q. Emergency Brake

B. Potential Railroad Emergency Situations

Emergency responders will be presented with information on railroad emergencies including, but not limited to:

- a. Pedestrian Strike
- b. Grade Crossing/Vehicle Collision
- c. Train Derailment
- d. Train-to-Train Collision
- e. Train Fire
- f. Bomb Threat/Suspicious Packages

C. Railroad Right of Way and Track Environment

Emergency responders will be apprised of the inherent dangers associated with the railroad environment and protocols associated with safely navigating to and managing an emergency scene.

D. Terrain and Topography

Emergency responders will be made aware of special circumstance areas related to track/train access and any other considerations where locations may present a hazard or constraint due to adjacent land uses, environmental considerations infrastructure, etc.

E. Emergency Responder Protocols

- a. In the event of a rail emergency, the train crew on scene should always be the first point of contact
- b. At the scene of any incident involving train equipment, responders should ensure that the dispatcher or control center of train movements at that location has been notified of the incident

prior to the activity of emergency responders on railroad property (25 feet from tracks).

- c. The Incident Commander shall contact the train's conductor or engineer to determine the nature of the problem. The Conductor and crew members are trained to provide information and assistance, as needed, to enable emergency responders to better understand the magnitude of the incident including injuries, train ID number, number of passengers on board, passengers with special needs, etc.
- d. Assume that all lines and hoses between train cars are pressurized and live. Check with train crew before handling.

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Passenger Train Emergency Preparedness Plan

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Appendix F - TEXRail Debriefing and Critique Form

Evaluator's Name _____ Date _____
Department _____ Title _____
Address _____ Phone _____
Location of Evaluator _____
Date and Time of Incident / Drill _____

1. Did the on-board communications equipment function properly? Yes No N/A

Clarify: _____

2. Total time from start of incident / drill until first responders were notified? _____

3. Did the dispatcher and CCA make proper notifications according to the EPREP Plan? Yes No N/A

Clarify: _____

4. Total time between notification to first responders and their arrival to the incident / drill? _____

Note any issues that may have hindered the arrival of first responders to the scene:

5. Did passengers evacuate the train? Yes No N/A

How effectively did passengers evacuate from the train? Especially those with disabilities and/or injuries?

6. Did the crew give their exact location to the dispatcher? Yes No N/A

7. Did the crew make necessary PA announcements to passengers? Yes No N/A

8. Did crew know the location of on-board safety equipment (i.e. 1st aid, fire extinguishers) Yes No N/A

9. Did crew operate fire extinguishers properly? Yes No N/A

10. Did crew secure the train from movement? Yes No N/A

11. Did crew give clear and proper directions to passengers evacuating the train? Yes No N/A

12. Did crew appoint passengers to assist in the evacuation? Yes No N/A

13. Did crew recruit passenger(s) to assist those passengers with disabilities or injuries? Yes No N/A

14. Did crew search the train to verify all passengers were evacuated from the train? Yes No N/A

15. Did crew report completion of train evacuation to the dispatcher? Yes No N/A

16. Did crew remain on scene to make contact with first responders? Yes No N/A

17. Indicate the primary weakness observed (Required):

18. Indicate the primary strength observed (Required):

19. Additional remarks:

20. Recommendations:

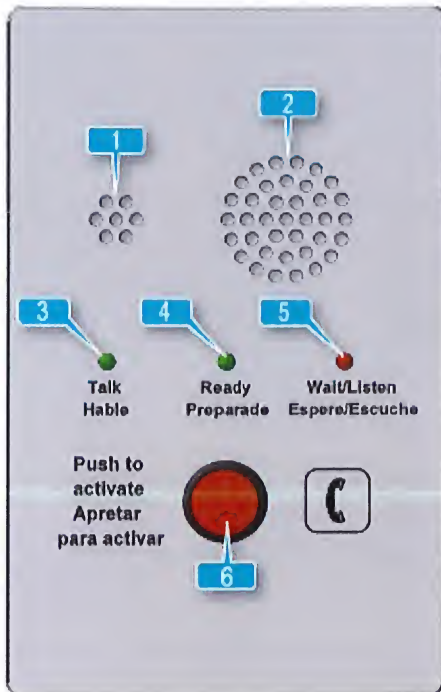
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Passenger Train Emergency Preparedness Plan 49 CFR Part 239

Appendix G - On-Board Emergency Equipment

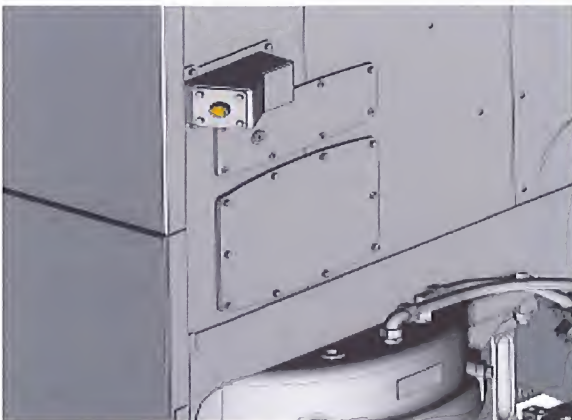
Emergency Intercom

If an emergency intercom system is used, the driver receives a message on the passenger information system control and indication panel. At the same time, the image for the corresponding video camera is played back on the video monitor. The driver can talk to an emergency intercom point using the handset on the train radio equipment. If there are multiple alarms, it is possible for the driver to talk to multiple emergency intercom systems one after the other.



1	Microphone
2	Loudspeaker
3	Green LED = speak
4	Green LED = ready
5	Red LED = wait/listen
6	Emergency call key

Emergency Fuel Shut-Off



Emergency shut-off switch



There are two emergency shut-off switches located on each side of the power pack to also switch off the fuel supply to the diesel motors outside of the driver's cab. Actuating the switch interrupts the fuel supply and shuts off the motor.

Fire Protection System

The fire protection system comprises a fire detection system and a fire extinguishing system. The central control unit of the fire protection system is the fire alarm control unit. It is connected to the vehicle control system.

Fire detection system

The fire detection system monitors the following areas for smoke development:

- Engine compartments in the end cars
- Technology compartments in the power pack
- Technology compartments at the intercar connections
- Battery cabinets
- Driver's cabs
- Sanitary facilities

The fire detection system also monitors the following areas for overtemperature:

- Diesel motor compartments in the power pack

Fire extinguishing system

A dry sprinkler powder aerosol system is installed in the diesel motor compartments. The fire extinguishing system extinguishes a fire and prevents re-ignition. Fire extinguishing is automatically triggered by the fire alarm control unit when the conditions are fulfilled. The extinguishing agent is generated from an aerosol generator using a substance based on potassium nitrate.

Fire alarm in the sanitary facilities

If smoke is detected in the sanitary facilities, an acoustic alarm is sounded in the cabin. The purpose of this alarm is to stop a passenger who may be smoking. The acoustic alarm stops again if no more smoke is detected. Forwarding the fire alarm is suppressed by the fire alarm control unit for a defined advance warning period.

In the event of fire, the following components in the affected area switch OFF:

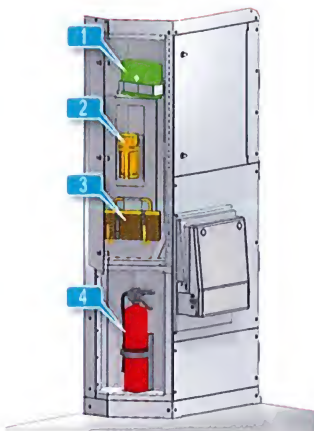
- HVAC systems
- Heating units
- Ventilation in the sanitary facilities
- Ventilation in the gangway of the power pack
- External power supply
- Diesel motor
- Diesel motor cooling
- Diesel supply
- Power Converter
- Auxiliary equipment contactor
- High-voltage supply

The emergency lighting switches ON. The tractive effort of the end car which is not affected is kept.

First-aid Kits, Emergency Lighting, Escape Ladder, Fire Extinguishers, and Emergency Tools



Fire extinguishers are located in the driver's cab and in the passenger compartment. They are part of the rescue equipment and identified by a separate pictogram.



In addition to the fire extinguisher, each engineer's also cab includes:

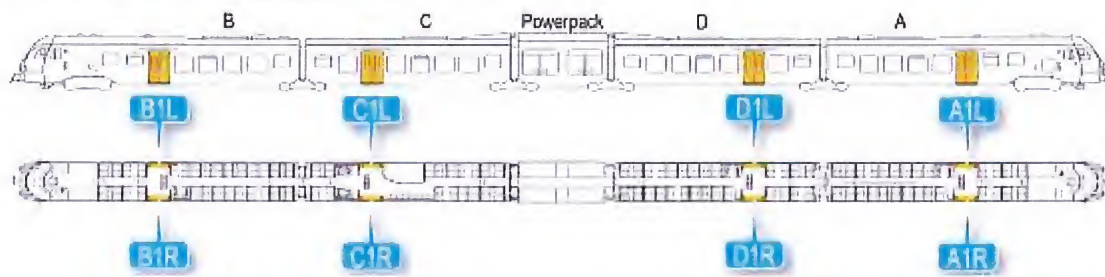
- First aid kit
- Flashlight
- Collapsible escape ladder

The following additional emergency tools/equipment are inside the body of the train, adjacent to the four passenger exits, within the fire extinguisher compartment:

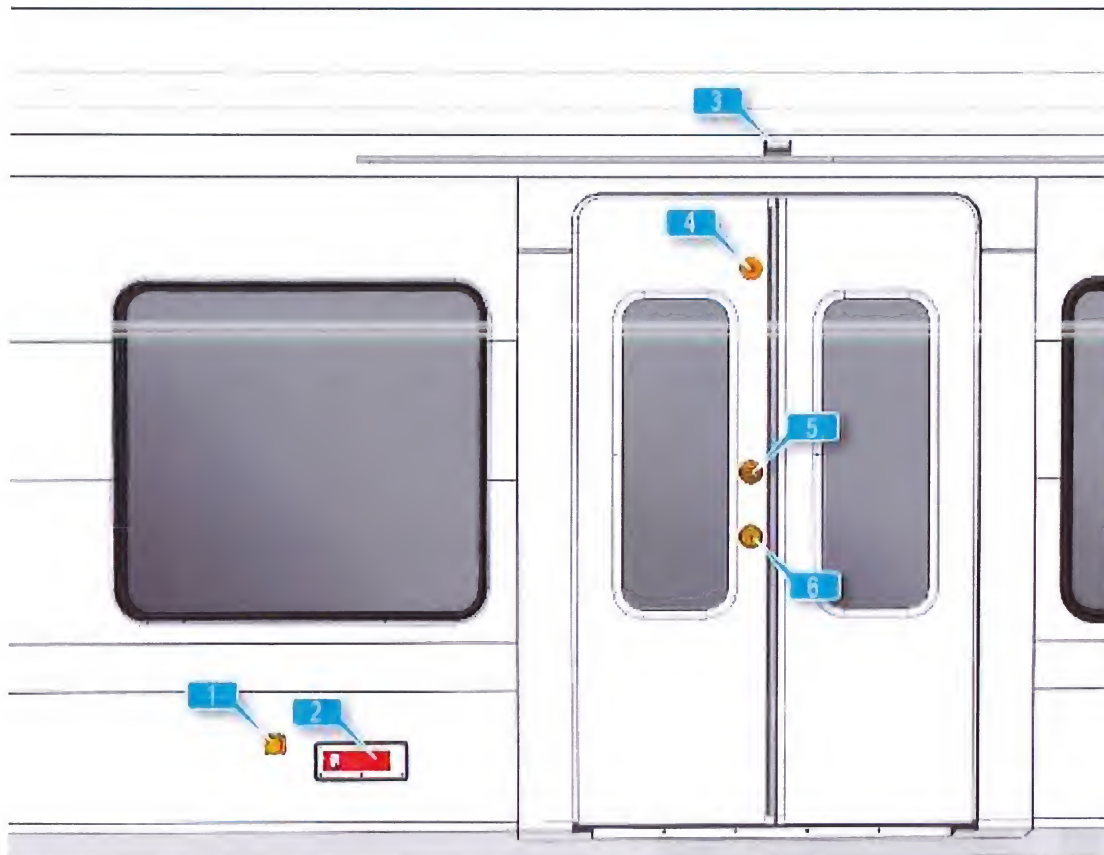


- Chemical light stick
- Pry bar

Emergency Exits (Doors)



External



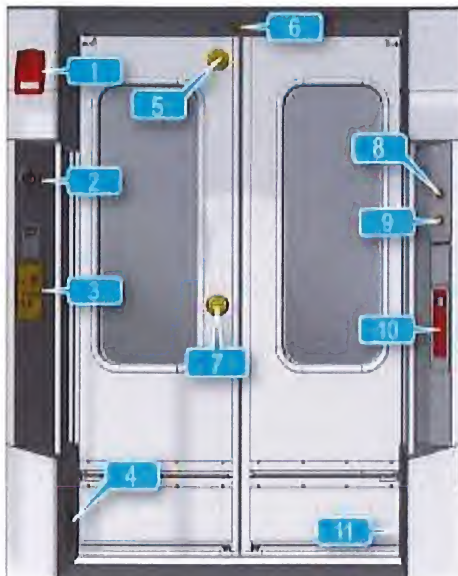
1	Service switch (car A and B only)	4	Door buzzer
2	Emergency release, external	5	Indicator lamp "Door out of use"
3	Signal lamp	6	Door opening button

Opening the Doors Externally in an Emergency



To open the doors from the outside, pull the emergency release (#2 in graphic above). The external door will release and if the vehicle is powered up audible alarm will sound. Push apart the doors using both hands. The door will remain open until manually reset.

Internal



1	Passenger alarm device
2	Manual decommissioning
3	Emergency intercom
4	Step lighting
5	Door buzzer
6	Signal lamp, door, internal
7	Door opening button
8	Service switch (car A and B only)
9	Cleaning switch (car A and B only)
10	Emergency release, internal
11	Light barrier (behind the cover)

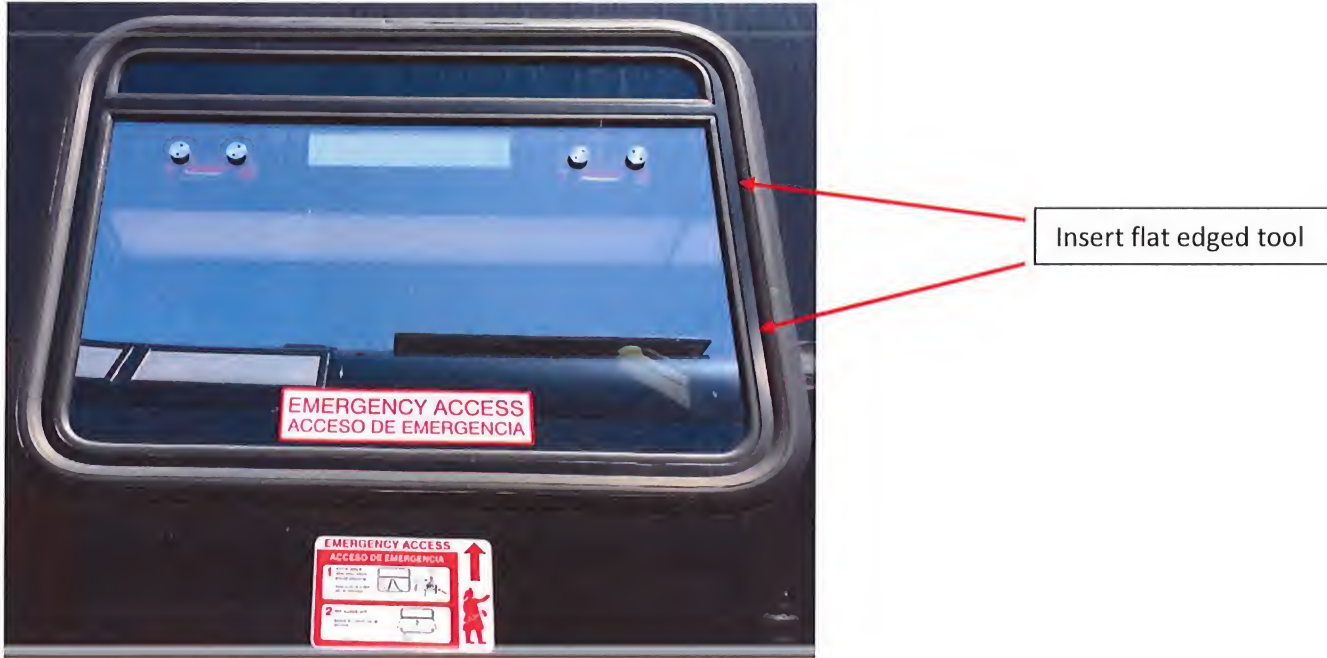
Opening the Doors Internally in an Emergency



To open the doors from the inside during an emergency, detach the perforated fil covering, pull the emergency release (10), and the external doors will release. Use both hands to push apart the door leaves. The door will remain open until manually reset.

Emergency Exits (Windows)

External



To remove an emergency window from the outside of the train, use a flat edged tool such as a screwdriver, to pry the surrounding rubber gasket away. Using your hand pull the gasket away from all four sides of the window and discard it. Using the flat edged tool again, pry the window away from window frame. Note: Windows are heavy and can cause injury if mishandled.

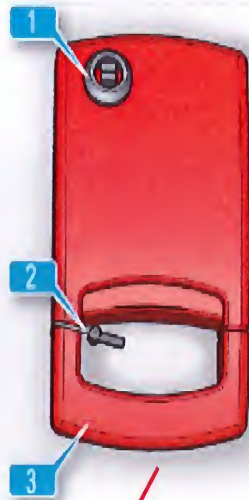


Internal

To remove an emergency window from within the train, grab the two pull handles and pull downward. Peel the rubber gasket out from around the window frame and discard. Remove the window from the frame and set aside. Note: Windows are heavy and can cause injury if mishandled.



Passenger Alarm Device



1	Square lock for resetting the passenger alarm device
2	Seal
3	Passenger alarm device

Pulling the passenger alarm device will immediately initiate an emergency brake application that is indicated to the engineer both visually and acoustically. The engineer cannot override an emergency brake application initiated from the passenger alarm device.



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Appendix H - Communication Considerations for Persons with Disabilities

Communication Considerations for Persons with Disabilities

Communications with persons with physical or cognitive impairments may also hamper the exchange of information. The ability of persons to understand oral and/or written instructions and follow directions may directly affect their safety and health. During a commuter or passenger train emergency, persons may not be able to:

- Understand that there is an emergency requiring special actions such as train evacuation,
- Read and understand signs or instructions, or
- Hear and understand instructions.

In these cases, HTSI personnel must be particularly conscious of these difficulties and take these into account during emergencies.

When communicating/announcing the need to evacuate the train, it is critical that announcements are made to all passengers, including those who may be in portions of the train that are unaffected by the emergency. Also consider the language barrier. Many passengers may not understand the instructions given. It is the responsibility of the train crew to make every attempt to convey instructions to all passengers.

When assisting visually impaired passengers:

- Never take hold of a person using a cane without first telling the person who you are, what you plan to do and wait to receive acknowledgment
- Never take hold of or move a person's cane until you have told the person exactly what you are doing and why and wait to receive acknowledgment
- When leading, stand on the side opposite the cane
- Always stay one-half pace ahead of the person you are leading. Remember, if you forget to tell the person the direction of movement, the one-half pace will allow the person to follow the movement of your body
- Remember to first tell your passenger the direction of movement (up, down, over) and then the distance of movement (for example, step down six inches)
- Remember, drop your lead arm back when you and the person are walking through narrow areas (be sure to tell the person what you are doing)
- Be alert to changes in the regularity of the environment (different heights of steps, changes from hard to soft surfaces, etc.)
- Inform the person of changes in terrain and call out maneuvers to be made (going up steps, etc.)
- Remember the three orientation points for your passenger to enter or exit a vehicle: the door, door sill and the vehicle seat

Other considerations when assisting visually impaired passengers include:

- Ask if you may assist
- Usually the impaired person will hold onto your elbow
- If necessary to take hold of a visually impaired individual, make sure they first know why you are assisting them and how you will assist
- Speak directly to the visually impaired person
- Remember, not all visually impaired persons carry a white cane. Some are assisted by service animals. Others use nothing at all

When assisting speech impaired passengers:

- Do not acknowledge that you understood what a person has said, if in fact you have not
- Repeat what you “thought” the person said. This gives the person a chance to confirm or deny your interpretation of what was said.
- Ask the person to repeat the part you are having trouble understanding. Remember, a person with communication difficulties is quite used to being misunderstood and will appreciate the fact that you are trying to fully understand.
- Put the person at ease when you ask the person to repeat something. If a person becomes tense, almost any type of speech impediment will become worse.

When assisting persons with hearing impairments:

- Establish eye contact with the individual, even if an interpreter is present
 - Face the light, do not cover or turn your face away, or chew gum
 - If it is dark, use a flashlight to illuminate your face when speaking
 - Use facial expressions and hand gestures as visual cues
 - Check to see if you have been understood and repeat if necessary
 - Do not allow others to interrupt you while conveying emergency information
- Be patient, the individual may have difficulty comprehending the urgency of your message